PTO/SB/05e (03-09)
Approved for use through 03/31/2009 OMB 0651-0031
U.S. Patent and Trademark Office, U.S. DEPARTMENT OF COMMERCE Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

INFORMATION DISCLOSUR
STATEMENT BY APPLICAN
(Not for submission under 37 CFR 1.99

	Application Number		10735044			
	Filing Date First Named Inventor Shir		2003-12-12			
			y Vigil			
	Art Unit		3624			
	Examiner Name	Scott	L_ Jarrett			
	Attorney Docket Number		030475 / RH L-0170			

U.S.PATENTS							Remove		
Examiner Initial*	Cite No	Patent Number Kind Code1 Issue Date Name of Patentee or Applicant of cited Document		Releva		Lines where ges or Relevant			
	1	3611313		1971-10-05	Moser et al.				
	2	5452350		1995-09-19	Reynolds et al.				
	3	6603854		2003-08-05	Judkins et al.				
	4	6741697		2004-05-25	Benson et al.				
	5	6760727		2004-07-06	Schroeder et al.				
	6	6847711		2005-01-25	Knott et al.				
If you wis	h to a	dd additional U.S. Paten	t citatio	ı n information pl	lease click the Add button.		Add		
			U.S.P	ATENT APPLI	CATION PUBLICATIONS		Remove		
Examiner Initial*	miner Cite No Publication Number Code Date Of Date of Cited Document Figures Appear					Lines where ges or Relevant			

	1										
If you wisl	h to a	dd additional U.S. Publi	shed Ap	plication	citatio	n information p	lease click the Add	button	Add		
				FOREIG	SN PAT	ENT DOCUM	ENTS		Remove		
Examiner Initial*	Cite No	Foreign Document Number ³	Country Code ²		Kind Code ⁴	Publication Date	Name of Patentee Applicant of cited Document	or	where Rele	or Relevant	T4
	1	EP1011256	EP			2000-06-21	Bengtson, et al.				
	2	GB2336066	GB				International Busine Machines	ess			
If you wisl	h to a	dd additional Foreign P	atent Do	cument	citation	information pl	ease click the Add	button	Add		
			NON	-PATE	NT LITE	RATURE DO	CUMENTS		Remove		
Examiner Initials*	Examiner Cite Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc), date, pages(s), volume-issue number(s), publisher, city and/or country where published.								Τs		
	Syntora.com Web Pages (agentivity) Retrieved from Syntora.com September 2, 2003										
	2 Russell, J.P., All about editing Quality Progress, Vol. 33, No. 4, May 2000										
	3 Skowronek, Larry, Aspect eWorkforce Management v6 - New Features and Functionality Aspect, July 30, 2001										
	Pape, Elinor, Automated Work Sampling with Unbiased Variance Estimates Computer & Industrial Engineering, Vol. 6, No. 1, 1982										

5	Bristey, Chester L. et al., Balancing Cost and Accuracy in Settling Up Standards for Work Measurement Industrial Engineering, Vol. 14, No. 5, May 1982	
6	Peis Mary Ann et al., Benchmarking Call Center Performance Credit Union Executive, Vol 39, No. 4, July/August 1999	
7	Perkins, Debra S. et al., Best Practices for Customer Service Call Centers - An Exclusive Statistical Study Telemarketing & Call Center Solutions, Vol. 15, No. 10, April 1997	
8	Read, Brenda B., Call Center Checkup Call Center Magazine, Vol. 16, No. 6, June 2003	
9	Alban, Oscar, Customer interaction monitoring: your key to measure service performance, Australian Banking & Finance, Vol. 10, No. 6, April 18, 2001	
10	Van Bodegraven, Art, Developing and Using Standards for Work Performance, Topics in Health Care Financing, Vol. 15, No. 3, Spring 1999	
11	Fluss, Donna, How QM Recording is Changing for the Better, Call Center Magazine, Vol. 18, No. 2, February 2005	
12	Cagon, Eugene J., How to Measure Work, Material Handling Management, Vol. 55, No. 2, February 2000	
13	Carlow, Malcom et al., Managing and Motivating Contact Center Employees, McGrawHill, 2003, ISBN: 0-07-138888-5	
14	Bishop, Fred W., et al., Measure for Measure, Electric Perspectives, Vol. 27, No. 2, March/April 2002	

INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Not for submission under 37 CFR 1.99)	Application Number		10735044	
	Filing Date		2003-12-12	
	First Named Inventor Shirle		ey Vigil	
	Art Unit		3624	
	Examiner Name	Scott	L Jarrett	
	Attorney Docket Numb	er	030475 / BLL-0170	
	Art Unit Examiner Name Scott I		L Jarrett	

	16	Chang, Richard Y., et al., Performance Scorecards, HB Printing, 2000, ISBN 0-7879-5272-9	
	17	Epstein, Marc et al., Implementing Corporate Strategyr. From Tableaux de Bord to Balanced Scorecards, European Management Journal, Vol. 16, No. 2, 1998	
If you w	rich to a	dd additional non-patent literature document citation information please click the Add button Add	

Examiner Signature Date Considered Date Considered PEXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 809. Draw line through a

citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

See Kind Oodes of USPTO Patient Documents at https://www.USPTO.gog/ or MPEP 901.04. * Enter office that issued the document, by the live-letter code (WPD Standard ST.S.). * The Japanese splant documents, he ackades or the year of the right of the Director must practice the sent in notice of the patient document. The patient objects are not to the patient document. The patient objects are not to the patient document. The patient objects are not patient on statistics. On the concess used with 90 damaged ST.16 (posterior S.Aggicina this patient patient) are statistics and the patient patient patient patient patients. The patient patients are statistically a recommendation of the patients are statistically as well as the patients are not patients. The patients are not patients are not patients are not patients and the patients are not patients. The patients are not patients are not patients are not patients are not patients. The patients are not patients are not patients are not patients are not patients. The patients are not patients are not patients are not patients are not patients. The patients are not patients are not patients are not patients are not patients. The patients are not patients are not patients are not patients are not patients. The patients are not patients are not patients are not patients are not patients. The patients are not patients are not patients are not patients are not patients. The patients are not patients. The patients are not patients. The patients are not patients. The patients are not patients. The patients are not patients. The patients are not patients are not patients are not patients are no